

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

SERVICES SPECIALIST

JOB DESCRIPTION

Employees in this job complete and oversee a variety of professional assignments to provide services to socially and economically disadvantaged individuals in programs administered by the Family Independence Agency, such as protective services, foster care, adoption, juvenile justice, foster home licensing, and adult services.

There are four classifications in this job.

Position Code Title - Services Specialist-E

Services Specialist 9

This is the entry level. As a trainee, the employee carries out a range of professional services specialist assignments while learning the methods of the work.

Services Specialist 10

This is the intermediate level. The employee performs an expanding range of professional services specialist assignments in a developing capacity.

Services Specialist P11

This is the experienced level. The employee performs a full range of professional services specialist assignments in a full functioning capacity. Considerable independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title –Services Specialist-A

Services Specialist 12

This is the advanced level. The employee functions as a senior-level services specialist. At this level, employees have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level in the series. The recognized senior level assignment is in the area of family to family facilitation.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every

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position are included, nor is it expected that all positions will be assigned every duty.

Provides casework services to dependent, neglected, abused, and delinquent children and youths; children with disabilities; socially and economically disadvantaged and dependent adult clients; and other individuals and families.

Determines the appropriate method and course of action and implements service, treatment, and learning plans.

Develops plans and finds resources to address clients' and families' problems in housing, counseling, and other areas, using specific service methods; monitors services provided.

Writes and maintains social case histories, case summaries, case records, and related reports and correspondence.

Provides or secures protective services for endangered children and adults qualifying for such services.

Provides direct counseling services to clients.

Screens individuals newly committed to the department and develops plans for care, service, treatment, and learning.

Conducts family assessment and placement studies.

Presents assessment and service plans at pre-dispositional and dispositional hearings.

Interprets behavioral problems for parents and other caregivers and otherwise assists them in providing appropriate care to children.

Serves as liaison between the department and community groups in developing programs, interpreting rules and regulations, and coordinating programs and services.

Provides 24-hour crisis intervention assistance.

Evaluates applications for family and group day care home registration and licensing purposes; regulates child care in approved homes through periodic reviews.

Recruits and trains new foster parents.

Investigates, assesses, and follows up on complaints of abuse or neglect.

Visits abused or neglected wards in their homes, foster homes, or residential placements.

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Prepares legal documents, forms, and petitions.

Testifies in court on progress and services rendered to children and families.

Transports clients to court hearings, clinic appointments, and placement homes.

Responds to general inquiries and conducts searches for adoptive placements for special needs children; provides post-adoptive services for the children and families.

May perform related essential functions appropriate to the class and other non-essential functions as required.

Additional Job Duties

Services Specialist 12 (Senior Worker)

Performs on a regular basis professional social services specialist assignments which are recognized by Civil Service as more complex than those assigned at the experienced-level. The recognized, pre-approved senior assignment is in the area of family to family facilitation.

Coordinates team meetings by determining who the participants will be.

Serves as team leader during the team meetings by facilitating case planning and problem resolution and encouraging participation of all team members.

Provides expertise to the team members regarding child welfare legal requirements, policies, and procedures.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of state and federal social welfare laws, rules and regulations.

Knowledge of social work theory and casework, group work and community-organization methods.

Knowledge of interviewing techniques.

Knowledge of human behavior and the behavioral sciences, including human growth and development, dynamics of interpersonal relationships, and family dynamics.

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Knowledge of cultural and subcultural values and patterns of behavior.

Knowledge of the basic principles of casework involving analysis of the physical, psychological, and social factors contributing to maladjustment.

Knowledge of the problems of child welfare work with reference to dependent children, children with behavior problems and other children in need of special care.

Knowledge of casework methods and problems involved in the adoption and boarding of children.

Knowledge of juvenile court procedures.

Knowledge of social problems and their causes, effects, and means of remediation.

Knowledge of the types of discrimination and mistreatment to which clients may be subjected.

Knowledge of family and marital problems, and their characteristics and solutions.

Knowledge of community resources providing assistance to families and individuals.

Knowledge of departmental assistance payments programs.

Ability to apply rehabilitation principles and concepts to social casework.

Ability to develop, monitor, and modify client service plans.

Ability to communicate with individuals who have emotional or mental problems and with members of different cultural or subcultural groups.

Ability to persuade or influence people in favor of specific actions, changes in attitude, or insights.

Ability to interpret laws, regulations, and policies.

Ability to maintain records and prepare reports and correspondence related to the work.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Services Specialist 12 (Senior Worker)

Knowledge of risk assessment.

Knowledge of group dynamics and processes.

Knowledge of child welfare statutes, policies, and procedures.

Ability to organize and facilitate meetings.

Working Conditions

Some assignments require considerable travel.

Some jobs require an employee to work in a hostile environment.

Some jobs require an employee to work in adversarial situations.

Physical Requirements

None.

Education

Possession of a bachelor's or master's degree in one of the following human services areas: social welfare, social work, sociology, psychology, family ecology, consumer/community services, family studies, family and child development, counseling and guidance, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted.

Experience

Services Specialist 9

No specific amount or type is required.

Services Specialist 10

One year of experience providing casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist in state service.

Services Specialist P11

Two years of experience providing casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist in state service, including one year equivalent to a Services Specialist 10.

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Services Specialist 12

Three years of experience providing social casework services to socially and economically disadvantaged individuals equivalent to a Services Specialist in state service, including one year equivalent to a Services Specialist P11.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

SOCSESRPL

Job Code Description

Services Specialist

Position Title

Services Specialist-E

Services Specialist-A

Position Code

SOCSSPLE

SOCSSPLA

Pay Schedule

W22-079

W22-080

ECP Group Two
Revised 6/12/02
SA